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May 6, 1996

Office of The Secretary
Federal Communications Commission
1919 "M" Street, NW
Washington, DC 20555

DOCKET FILE COPY ORIGINAL

Re: Reply Comments FCC No. 96-93, CC Docket No. 96-45

To whom it may concern:

Attached please find the original plus 11 copies for filing with the FCC. I have also enclosed an additional copy for you to date/time-stamp and return to us via Federal Express. A self-addressed envelope is enclosed.

Also enclosed is a diskette with our reply comments.

If you have any questions regarding this matter please call Mark Savage at (415) 431-7430. Thank you.

Sincerely,


Daisy Muhammad

04/11

BEFORE THE FEDERAL COMMUNICATIONS COMMISSION
OF THE UNITED STATES OF AMERICA

In the Matter of

FCC No. 96-93

Federal-State Joint Board on
Universal Service

Common Carrier Docket No. 96-45

REPLY COMMENTS ON UNIVERSAL TELECOMMUNICATIONS SERVICE IN

LOW-INCOME, MINORITY, AND LIMITED-ENGLISH-SPEAKING COMMUNITIES

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SUMMARY OF FILING

1. Many of the carriers' opening comments focus only upon section 254(c) and the issues of cost and compensation, and ignore altogether the equally important principles of section 254(b) on the preservation and advancement of universal service.

2. **UNIVERSAL SERVICE GOAL.** As the Federal Communications Commission and the California Public Utilities Commission have recognized, subscribership levels are far lower in low-income, minority and limited-English-speaking communities. Correspondingly, carriers manage to service other areas at subscribership levels well above the statewide average. California's Public Utilities Commission has established a universal service goal of 95 percent service (the statewide average) particularly in California's low-income, minority, and limited-English-speaking communities, in an effort to achieve equal service. In giving effect to the principles of Section 104 and Section 254(b), the Federal Communications Commission should state a universal service goal that, in each state, carriers should work to achieve that state's statewide average rate of subscribership specifically in that state's low-income, minority, and limited-English-speaking communities.

3. **MARKETING PLANS.** In 1994, California's Public Utilities Commission reviewed the marketing efforts of its key monopoly carriers, found that significant improvement was required, and ordered them to develop one-year, two-year, and five-year marketing plans toward achieving the universal service goals in low-income, minority, and limited-English-speaking communities. When we demanded production of competitive carriers' plans to serve these communities during the first five years of competition in California, they had none. Given the significant disparities by race and national origin, as well as income, given the likelihood that these disparities will continue and indeed deepen without the Commission's leadership, the Federal Communications Commission should require carriers to develop internal plans for marketing to low-income, minority, and limited-English-speaking communities historically without universal service.

4. **MULTI-LINGUAL SERVICE.** In California, more than 7 million Californians over the age of 18 depend upon or prefer to speak languages other than English. The Public Utilities Commission has found that many limited-English-speaking Californians are not aware of the availability and terms of universal lifeline service, and thus has ordered that carriers must inform customers of the availability, terms, and statewide rates for universal lifeline service and basic service in languages such as Spanish or Chinese in which they initially order service, and to provide bills, notices, and service representatives in those languages. California's demographic trends are developing across the nation with increasing numbers of multi-national corporations, increasingly global trade, and immigration. In giving effect to the principles of Section 104 and Section 254(b), the Federal Communications Commission should implement similar requirements of multi-lingual service in the common languages spoken in the various areas served.

5. **ADDITIONAL SERVICES REQUIRING FEDERAL SUPPORT.** Typically large installation charges are a significant barrier to service. Disconnection of basic local access, including access to emergency and other services, because of failure to pay the long-distance carrier's toll bill impair universal service, too. The Federal Communications Commission should include a discount rate for installation charges for low-income subscribers. In addition, basic access should *not* be terminated because of customers' toll bills, and we agree with the

1 proposal to advance subscribership in low-income communities with elective toll-restriction or
2 toll-management method;

3 6. **COMMUNITY-BASED ORGANIZATIONS.** Access to the information superhighway
4 is *not* available in schools and libraries in low-income, minority, and limited-English-speaking
5 communities. At the same time, people in the community often seek advice and leadership
6 from their community-based organizations rather than schools and libraries. The Federal
7 Communications Commission should ensure full and equal access to advanced services for
8 community-based organizations. Section 254(b) provides that access to advanced
9 telecommunications services should be had in all regions of the nation, and focusing on the
10 centrally located community-based organizations would be an efficient and effective beginning.
11 The fact that schools, libraries, and health-care providers are specifically mentioned does not
12 preclude giving equal effect to the provisions of section 254(b) promoting access in all regions.

13 At the very least, community-based organizations providing educational, health, and
14 literacy services should be embraced. Many organizations, *including educational and health*
15 *organizations filing comments in this proceeding*, are providing critical educational and health
16 services but might not meet the definitions in Section 254(h)(5). Such access could be
17 provided by developing policies under Section 254(h)(3) that specifically allow the sharing of
18 services with such organizations. It could also be independently provided under the authority
19 of Section 254(b)(2), Section 254(b)(3), Section 254(b)(5), Section 254(b)(7), and Section
20 254(c)(1).

21 7. **SCHOOLS, LIBRARIES, AND HEALTH-CARE PROVIDERS.** Universal service goals,
22 marketing plans, and multi-lingual services should be incorporated for schools, libraries, and
23 health-care providers, too. The Federal Communications Commission should require carriers
24 marketing advanced services to develop explicit internal plans for marketing them to schools,
25 libraries, and health-care providers in low-income, minority, and limited-English-speaking
26 communities. Multi-lingual service should be available for such institutions in limited-English-
speaking communities

Introduction

In California's proceedings over the past sixteen months to preserve and advance universal service in the shift from monopoly to local competition, the National Council of La Raza, Southern Christian Leadership Conference, Korean Youth and Community Center, Filipino Civil Rights Advocates, Filipinos for Affirmative Action, Association of Mexican-American Educators, California Association for Asian-Pacific Bilingual Education, Chicano Federation of San Diego County, El Proyecto del Barrio, Escuela de la Raza Unida, and Lawyers' Committee for Civil Rights of the San Francisco Bay Area ("Intervenors") have been vigorously advocating for full and equal access to basic and advanced telecommunications services in California's low-income, minority, and limited-English-speaking communities. We filed opening comments on April 12, 1996, setting forth the evidentiary record and balanced policies on these issues. We reply to other opening comments below.

I. NOT SURPRISINGLY, THE CARRIERS' OPENING COMMENTS FOCUS ALMOST EXCLUSIVELY ON COMPENSATION RATHER THAN THE PRESERVATION AND ADVANCEMENT OF UNIVERSAL SERVICE.

The carriers' opening comments focus upon Section 254(c) and the issues of cost and compensation, and basically ignore altogether the equally important principles of Section 254(b) and Section 254(d) on the preservation and advancement of universal service. To some extent the Notice of Proposed Rulemaking itself appears to have the same bias. The chapter and subchapter headings, for example, refer almost exclusively to "universal service support mechanisms" and attendant "support" issues. Such an emphasis risks overlooking a far broader range of available policies, necessary to preserve and advance universal service, which do not

¹ Opening Comments on Universal Service in Low-Income, Minority, and Limited-English-Speaking Communities (Apr. 11, 1996).

1 rely upon and are not limited to the requirements of federal support mechanisms. This
2 unfortunate shift in emphasis warrants reply and the Commission's leadership. Universal
3 service is essential to this nation's economic and social health, and it has long required the
4 *Commission's* leadership to correct the carrier's inability to recognize an untapped market and
5 serve it.

6
7 **A. UNDER THE TELECOMMUNICATIONS ACT OF 1996, FEDERAL SUPPORT**
8 **MECHANISMS PURSUANT TO SECTION 254(C) ARE BUT ONE MEANS TO**
9 **PRESERVATION AND ADVANCEMENT OF UNIVERSAL SERVICE PURSUANT TO**
10 **THE PRINCIPLES OF SECTION 254(B).**

11 The heart of Section 254 is the set of principles set forth in subsection 254(b). It is
12 these principles upon which "[t]he Joint Board and the Commission shall base policies for the
13 preservation and advancement of universal service". They provide for quality services at just,
14 reasonable, and affordable rates. They require access to advanced telecommunications and
15 information services in all regions of the Nation. They direct the Joint Board and the
16 Commission to ensure that communities traditionally *denied* full and equal access--low-income
17 communities, and rural, insular, and high-cost areas--instead have full and equal access to basic
18 and advanced services. They authorize federal support. They provide specially for schools',
19 libraries', and health-care providers' access to advanced telecommunications.

20 One among many policies the Joint Board and Commission have to achieve these
21 principles is the Federal universal service support mechanisms set forth in Section
22 254(c)(1)(A)-(D). These four separate criteria expressly relate only to the subset of services
23 which the Commission decides should be "supported by Federal universal service support
24 mechanisms". Contrary to many of the opening comments, in no way do they limit the
25 fundamental principles set forth in Section 254(b) or the range of policies the Commission
26 may employ to accomplish those principles. The Commission's policies to preserve and

1 advance universal service under Section 254(b) are not somehow limited to only those
2 telecommunications and information services which are "essential", or are "subscribed by a
3 substantial majority of residential customers". We also agree with the Commission's statement
4 in paragraph 9 of the Notice of Proposed Rulemaking that the use of the word "consider" was
5 intentional, and that the Joint Board and the Commission may support services that do not
6 necessarily meet all (or even any) of the four criteria in order to preserve and advance
7 universal service in accordance with Section 254(b)'s principles.

8
9 **B. THE FEDERAL COMMUNICATIONS COMMISSION SHOULD ADOPT A FAR**
10 **BROADER RANGE OF AVAILABLE POLICIES NECESSARY TO PRESERVE AND**
11 **ADVANCE UNIVERSAL SERVICE.**

12 Paragraph 50 of the Notice of Proposed Rulemaking requests comment regarding "the
13 Commission's overall responsibilities under Sections 1 and 254 with regard to low-income
14 consumers". The Commission should recognize that race, national origin, and language also
15 account considerably for the failure to achieve universal service in many regions of the United
16 States, and it should implement corrective policies. Paragraph 3 notes the Commission's new
17 responsibilities under Section 104 of the Telecommunications Act, "to make available, so far as
18 possible, to all the people of the United States *without discrimination on the basis of race,*
19 *color, religion, national origin, or sex* a rapid, efficient, Nation-wide, and world-wide wire and
20 radio communication service with adequate facilities at reasonable charges"² In its
21 subscribership reports, the Commission has long recognized that people of Hispanic origin and
22 African-Americans independently have far lower subscribership levels. We presented a record
23 demonstrating those independent differences in our opening comments.³

24
25 ² Telecommunications Act of 1996, sec. 104 (amending 47 U.S.C. § 151).

26 ³ Opening Comments on Universal Service in Low-Income, Minority, and Limited-
English-Speaking Communities at 5-9, 10-18, exhs. 1-5 (Apr. 11, 1996).

1 To bring universal service to low-income, minority, and limited-English-speaking
2 communities, let alone preserve and advance it, the Commission should implement the
3 following policies. None of these policies would impose any burden upon federal support
4 mechanisms.

5 1. **UNIVERSAL SERVICE GOAL.** As the Federal Communications Commission and
6 the California Public Utilities Commission have recognized, subscribership levels are far below
7 the statewide average in low-income, minority, and limited-English-speaking communities. At
8 the same time, carriers manage to serve other areas at subscribership levels well above the
9 statewide average. California's Public Utilities Commission has established a universal service
10 goal of 95 percent service (the statewide average) particularly in California's low-income,
11 minority, and limited-English-speaking communities, in an effort to achieve equal service. In
12 giving effect to the principles of Section 104 and Section 254(b), the Federal Communications
13 Commission should state a universal service goal that, in each state, carriers should work to
14 achieve that state's statewide average rate of subscribership specifically in that state's low-
15 income, minority, and limited-English-speaking communities.

16 2. **MARKETING PLANS.** In 1994, California's Public Utilities Commission reviewed
17 the marketing efforts of its key monopoly carriers, found that significant improvement was
18 required, and ordered them to develop one-year, two-year, and five-year marketing plans
19 toward achieving the universal service goals in low-income, minority, and limited-English-
20 speaking communities. At every income level, Latinos, African-Americans, and Asian-
21 Americans are more than twice as likely to have no telephone service. Millions of Americans
22 who depend upon speaking common languages other than English are not aware of the lifeline
23 telephone service to which they are entitled. When we demanded production of competitive
24 carriers' plans to serve these communities during the first five years of competition in
25 California, they had none. Given the significant disparities by race and national origin, as well
26 as income, and given the likelihood that these disparities will continue and indeed deepen

1 unless the Commission assumes leadership, the Federal Communications Commission should
2 require carriers to develop internal plans for marketing to low-income, minority, and limited-
3 English-speaking communities historically without universal service.

4 3. **MULTI-LINGUAL SERVICE.** In California, more than 7 million Californians over
5 the age of 18 depend upon or prefer to speak languages other than English. The Public
6 Utilities Commission has found that many limited-English-speaking Californians are not aware
7 of the availability and terms of universal lifeline service, and thus has ordered that carriers
8 must inform customers of the availability, terms, and statewide rates for universal lifeline
9 service and basic service in languages such as Spanish or Chinese in which they initially order
10 service, and to provide bills, notices, and service representatives in those languages.
11 California's demographic trends are repeating across the nation with increasing numbers of
12 multi-national corporations, increasingly global trade, and immigration. In giving effect to the
13 principles of Section 104⁴ and Section 254(b), the Federal Communications Commission
14 should implement similar requirements of multi-lingual service in the common languages
15 spoken in the various areas served

16 4. **ADDITIONAL SERVICES REQUIRING FEDERAL SUPPORT.** Typically large
17 installation charges are a significant barrier to service. Disconnection of basic local access,
18

19 ⁴ Section 104 includes reference to "national origin", which includes language differences.
20 The United States Supreme Court has unanimously held that the failure to accommodate
21 students' language differences violated the prohibition against discrimination on the basis of
22 "national origin". Lau v. Nichols, 414 U.S. 563 (1974) (under Title VI); accord 29 C.F.R. §
1606.7 (under Title VII); see also Gutierrez v. Municipal Court, 838 F.2d 1031, 1043-44 (9th
Cir. 1988) ("Commentators generally agree . . . that language is an important aspect of national
origin."), vacated on other grounds as moot, 490 U.S. 1016 (1989).

23 In addition, for more than twenty years, voting rights laws have required bilingual
24 access. Congress found that language minority citizens "have been effectively excluded from
25 participation in the electoral process," and that "it is necessary to eliminate such discrimination
26 by prohibiting these practices, and by prescribing other remedial devices." The Voting Rights
Act prescribed that language minority citizens be provided with the same electoral materials in
their languages that are provided in English, such as any registration or voting notices, forms,
instructions, assistance, and ballots. Section 203 of the Voting Rights Act, codified as 42
U.S.C. § 1973aa-1a

1 including access to emergency and other services, because of failure to pay the long-distance
2 carrier's toll bill impairs universal service, too. The Federal Communications Commission
3 should include a discount rate for installation charges for low-income subscribers. In addition,
4 basic access should *not* be terminated because of customers' toll bills, and we agree with the
5 proposal to advance subscribership in low-income communities with elective toll-restriction or
6 toll-management method

7
8 **II. THE OPENING COMMENTS FOCUS ALMOST EXCLUSIVELY ON**
9 **ADVANCED SERVICES IN SCHOOLS, LIBRARIES, AND HEALTH-CARE**
10 **PROVIDERS, IGNORING THE ACT'S OTHER CRITICAL PROVISIONS ON**
11 **ADVANCED SERVICES.**

12 The Joint Board's and the Commission's responsibilities for advanced services are *not*
13 limited to cost issues and federal support mechanisms, and they are *not* limited to the
14 provisions specifically for schools, libraries, and health-care providers. Rather, they include
15 providing access to advanced telecommunications and information services in all regions of the
16 Nation. They specifically include ensuring such access in low-income communities, in rural
17 areas, in insular communities, in high-cost areas--communities and areas traditionally ignored.

18 Section 254(b)(2) states that "[a]ccess to advanced telecommunications and information
19 services should be provided in all regions of the Nation." Section 254(b)(3) further states that
20 "[c]onsumers in all regions of the Nation, including low-income consumers and those in rural,
21 insular, and high cost areas, should have access to telecommunications and information
22 services, including interexchange services and advanced telecommunications and information
23 services, that are reasonably comparable to those services provided in urban areas and that are
24 available at rates that are reasonably comparable to rates charged for similar services in urban
25 areas." Section 254(b)(5) provides that elementary and secondary schools, health care
26

1 providers, and libraries should have access to advanced telecommunications services as
2 described in Section 254(h).

3 Basically, section 254(b)(2) states that advanced telecommunications should be
4 accessible to all people. Section 254(b)(3) reiterates the general concept of section 254(b)(2),
5 but further expresses an explicit intent that low-income consumers, consumers in rural areas,
6 consumers in insular areas, and consumers in high-cost areas, too, are among the "consumers
7 in all regions" to have access to telecommunications services (advanced services inclusive).
8 Congress recognized that companies often treat low-income people inequally, and people in
9 rural, insular, and high-cost areas inequally. Section 254(b)(3) specifically and clearly
10 expressed its intent that the Joint Board's and the Commission's policies for the advancement
11 and preservation of universal service should not treat low-income consumers and those in rural,
12 insular, and high-cost areas any less, and should ensure that their access to telecommunications
13 and information services (advanced services inclusive) is instead *comparable* to that in the
14 urban areas companies traditionally favor. The services should be comparable, not inferior or
15 non-existent, and the rates should be comparable, not considerably higher.

16 Why might Congress have specifically highlighted such equal treatment? The provisions
17 on universal service do not exist in a vacuum. Not only do the Act's universal service
18 provisions express a fundamental telecommunications policy, but they also protect people
19 against the adverse effects of local competition. When California's Legislature considered the
20 connection between universal service and local competition, it found and declared:

21 Competitive markets do not serve all consumers well. Consequently, for essential
22 services, such as telecommunications services, other mechanisms are necessary to
23 remedy these market failures. Competitive markets also fail to ensure that certain
24 societal goals are met, such as universal service. Attaining these goals requires
25 the establishment of other mechanisms.⁵

26 ⁵ Act of Sept. 30, 1994, ch. 1260, § 1(g), 1994 Cal. Legis. Serv. ___, ___ (West).

1 When we asked the key competitive carriers in California for their plans to provide advanced
2 telecommunications and information services such as broadband services to minority, low-
3 income, and limited-English speaking customers during the first five years of competition,
4 almost every one of them had no documents or even internal memoranda on the subject.
5 Instead, carriers will compete vigorously against each other for the same large businesses and
6 affluent residential communities, and will irrationally ignore the untapped markets and critical
7 need in so many other communities.

8
9 **A. THE FEDERAL COMMUNICATIONS COMMISSION SHOULD INCLUDE**
10 **COMMUNITY-BASED ORGANIZATIONS TO PROVIDE EFFICIENT AND EFFECTIVE**
11 **ACCESS TO ADVANCED SERVICES IN ALL REGIONS OF THE NATION, AND**
12 **ESPECIALLY LOW-INCOME COMMUNITIES.**

13 The opening comments focused almost exclusively upon schools, libraries, and health-
14 care providers as the source of access to advanced services. Sections 254(b)(6) and 254(h)
15 specifically address access to advanced telecommunications services for schools, health-care
16 providers, and libraries. The Commission "shall" enhance access to advanced
17 telecommunications and information services for all public and nonprofit elementary and
18 secondary school classrooms, health care providers, and libraries, to the extent technically
19 feasible and economically reasonable. Enhancing such access includes determining the
20 circumstances under which a carrier must connect its network to these institutions.

21 These references are not exclusive, however. Section 254(b)(2) directs the Joint Board
22 and the Commission to base their policies for the preservation and advancement of universal
23 service on the principle that access to advanced telecommunications and information services
24 shall be provided in *all* regions of the Nation. Section 254(b)(3) specifically directs such
25 access in low-income communities, and in rural, insular, and high-cost areas. These principles
26

1 are independent of and not limited by the provisions of Section 254(c)(1)(A)-(D) on support
2 mechanisms.

3 As our opening comments demonstrated, community-based organizations are an equally
4 critical access point.⁶ In low-income, minority, and limited-English-speaking communities,
5 community-based organizations might well be the only access point.⁷ We have found that
6 access to the information superhighway is *not* available in schools and libraries in these
7 communities. At the same time, people in these communities often seek advice and leadership
8 from their community-based organizations rather than schools and libraries. We urge the Joint
9 Board and the Commission to develop policies under Section 254(b)(2) and Section 254(b)(3)
10 to ensure full and equal access to advanced services for community-based organizations serving
11 critical communities. The fact that schools, libraries, and health-care providers are specifically
12 mentioned does not preclude giving equal effect to the provisions of section 254(b) promoting
13 access in all regions. Focusing on the centrally located community-based organizations would
14 be an efficient and effective beginning.

15 At the very least, community-based organizations providing educational, health, and
16 literacy services should be embraced. Many organizations, *including educational and health*
17 *organizations filing comments in this proceeding*, are providing critical educational and health
18 services but might not meet the definitions in Section 254(h)(5). Such access could be
19 provided by developing policies under Section 254(h)(3) that specifically allow the sharing of
20 services with such organizations. It could also be independently provided under the authority
21 of Section 254(b)(2), Section 254(b)(3), Section 254(b)(5), Section 254(b)(7), and Section
22 254(c)(1).

23
24
25 ⁶ Opening Comments on Universal Service in Low-Income, Minority, and Limited-
English-Speaking Communities at 10-18, exhs. 2, 3 (Apr. 11, 1996).

26 ⁷ E.g., id. at 17

1 **B. SCHOOLS, LIBRARIES, AND HEALTH-CARE PROVIDERS.**

2
3 In our opening comments, we urged the Joint Board and the Commission to develop
4 policies which squarely face and address the reality that schools, libraries, and health-care
5 providers in low-income, minority, and limited-English-speaking communities suffer unequal
6 treatment by carriers. Perhaps the most critical issue here is designing policies that ensure that
7 schools, libraries, and health-care providers⁸ in these communities achieve levels of access
8 equal to those in wealthy communities. Policies that perpetuate the status quo will merely
9 deepen the disparities that are presently occurring.

10 Having reviewed the opening comments, we recommend that the discussion above on
11 universal service goals, marketing plans, and multi-lingual services be incorporated here, too.
12 The current reality and trends speak for themselves. The Federal Communications
13 Commission should therefore require carriers marketing advanced services to develop explicit
14 internal plans for marketing them to schools, libraries, and health-care providers in low-
15 income, minority, and limited-English-speaking communities. Multi-lingual service should be
16 available for such institutions in limited-English-speaking communities.

17
18 **C. TECHNICAL ASSISTANCE IS ESSENTIAL.**

19
20 Access alone will not suffice to ensure that health-care providers, schools, libraries, or
21 community-based organizations have effective use of advanced services for health and
22
23

24 _____
25 ⁸ The American Telemedicine Association correctly notes in its opening comments that
26 Section 254(h) covers health-care providers *serving* rural areas, not necessarily located in rural
areas, and thus health-care providers in urban areas which serve people living in rural areas
should be covered by the Commission's universal service policies implementing this section.

1 educational purposes." These institutions will further require technical assistance. We urge
2 the Commission to recognize and incorporate this need throughout its universal service policies
3 on advanced services, and we suggest that the Commission do so by allowing either a discount
4 rate for technical assistance, supported by the federal program, or by allowing carriers to make
5 a portion of their contribution to the Universal Service Fund through in-kind donation of
6 technical assistance.

7 8 Conclusion

9
10 The National Council of La Raza, Southern Christian Leadership Conference, Korean
11 Youth and Community Center, Filipino Civil Rights Advocates, Filipinos for Affirmative
12 Action, Association of Mexican-American Educators, California Association for Asian-Pacific
13 Bilingual Education, Chicano Federation of San Diego County, El Proyecto del Barrio, Escuela
14 de la Raza Unida, and Lawyers' Committee for Civil Rights of the San Francisco Bay Area
15 share their past sixteen months of experience in California, believing that it may prove helpful
16 in designing policies for the nation. California's Public Utilities Commission has acted upon
17 the evidence we have adduced and the balanced policies we have recommended in ways that
18 should significantly benefit low-income, minority, and limited-English-speaking communities
19 in all regions of the Nation. We respectfully request that nothing in the rules the Federal
20 Communications Commission ultimately adopts should undermine the California Public

21 ///

22 ///

23 ///

24
25 ⁹ For example, Section 254(h)(1)(A) requires that carriers not only provide the
26 telecommunications services which are necessary for the provision of health care services in a
State, but also the necessary "instruction relating to such services".

1 Utilities Commission's carefully tailored efforts to achieve and advance universal service in
2 California. We respectfully suggest, however, that these policies are worthy of the Nation.

3
4 Dated in San Francisco, California, on the 6th day of May, 1996.

5 Respectfully submitted,

6 PUBLIC ADVOCATES, INC.
7 MARK SAVAGE
8 STEFAN ROSENZWEIG
9 CARMELA CASTELLANO

10 
MARK SAVAGE

11 Attorneys for
12 NATIONAL COUNCIL OF LA RAZA
13 SOUTHERN CHRISTIAN LEADERSHIP
14 CONFERENCE
15 KOREAN YOUTH AND COMMUNITY CENTER
16 FILIPINOS FOR AFFIRMATIVE ACTION
17 FILIPINO CIVIL RIGHTS ADVOCATES
18 ASSOCIATION OF MEXICAN-AMERICAN
19 EDUCATORS
20 CALIFORNIA ASSOCIATION FOR ASIAN-
21 PACIFIC BILINGUAL EDUCATION
22 CHICANO FEDERATION OF SAN DIEGO
23 COUNTY
24 EL PROYECTO DEL BARRIO
25 ESCUELA DE LA RAZA UNIDA
26 LAWYERS' COMMITTEE FOR CIVIL RIGHTS
OF THE SAN FRANCISCO BAY AREA

PROOF OF SERVICE

I, the undersigned, hereby declare:

1. I am a citizen of the United States of America over the age of eighteen years. My business address is 535 Mission Street, San Francisco, California, 94103. I am not a party to this action.

2. On May 6, 1996, I caused service of a true and correct copy of this document, **Reply Comments on Universal Service Telecommunications Service in Low-Income, Minority, and Limited-English-Speaking Communities**, dated May 6, 1996, upon the persons below by depositing in the United States mail an envelope containing a true and correct copy of this document, with proper postage affixed, addressed to:

The Honorable Reed E. Hundt, Chairman
Federal Communications Commission
1919 M Street, N.W. - Room 814
Washington, D.C. 20554

The Honorable Andrew C. Barrett,
Commissioner
Federal Communications Commission
1919 M Street, N.W. - Room 826
Washington, D.C. 20554

The Honorable Susan Ness, Commissioner
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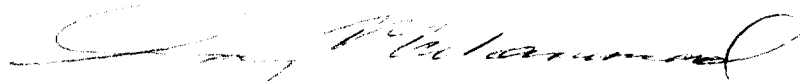
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I declare under penalty of perjury that the foregoing is true and correct.

Dated in San Francisco, California, this 6th day of May 1996.

A handwritten signature in cursive script, appearing to read "Daisy Muhammad", written in black ink.

DAISY MUHAMMAD
Declarant

CERTIFICATE OF MAILING

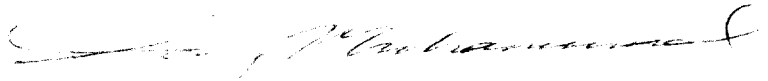
I, the undersigned hereby declare:

1. I am a citizen of the United States of America over the age of eighteen years. My business address is 1535 Mission Street, San Francisco, California, 94103. I am not a party to this action.

2. On May 6, 1996, I caused service of a true and correct copy of this document, **Reply Comments on Universal Telecommunications Service in Low-Income, Minority, and Limited-English-Speaking Communities**, dated May 6, 1996, upon the participants in this proceeding by messenger or by depositing in the United States mail an envelope containing a true and correct copy of this document, with proper postage affixed, addressed to each of them.

I declare under penalty of perjury that the foregoing is true and correct.

Dated in San Francisco, California, this 6th day of May 1996.



DAISY MUHAMMAD
Declarant

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